AMENDMENTS TO THE CLAIMS

The following listing of claims will replace all prior versions and listings of claims in the application.

LISTING OF CLAIMS

1.   (Currently Amended)   A computer-implemented vehicle repair claim processing method having a computer system, comprising the steps of:

receiving with the computer system repair claim data related to repair of a vehicle;

having the computer system using repair claim expert rules to determine at least one response to the input repair claim data based upon the received input repair claim data by using expert rules stored in a knowledge based system of the computer system,

said repair claim expert rules including repair claim-related premises and repair claim-related actions, wherein the computer system uses at least one of the repair claim-related premises uses the received repair claim data to determine whether a preselected repair claim-related action should be executed based on the received repair claim data and generates a claim-related response based on said preselected repair claim-related action being used to generate a repair claim-related response, and

having the computer system make said expert rules being accessible by an a user in a high level computer expression format.

2.   (Original)   The method of claim 1 wherein the repair claim data includes dealer involved in the repair, vehicle identification number of the vehicle to be repaired, parts involved in the repair, and labor operation data.

3.   (Currently Amended)   The   method   of   claim   1   further comprising the steps of:

having the computer system access ~~accessing~~ a database to retrieve information related to the vehicle to be repaired.

4.   (Currently Amended)   The   method   of   claim   1   further comprising the steps of:

having the computer system evaluate a repair claim by using a plurality of repair claim-related expert rules to evaluate a repair claim;

having the computer system determine ~~determining~~ that at least one of the rules requires additional data related to the repair;

having the computer system access ~~accessing~~ a database to retrieve the additional data.

5.   (Currently Amended)   The method of claim 1 wherein the repair claim data includes dealer involved in the repair, vehicle identification number of the vehicle to be repaired, parts involved in the repair, and labor operation data,

said labor operation data being indicative of the labor involved in the repair,

said method further comprising the steps of:

having the computer system use ~~using~~ a plurality of repair claim-related expert rules to evaluate a repair claim;

having the computer system determine ~~determining~~ via the repair claim-related expert rules that an inconsistency exists based upon the data regarding parts involved in the repair and based upon the labor operation data.

6.   (Currently Amended)   The method of claim 5 wherein the repair claim data includes warranty data related to the repair, said method further comprising the steps of:

having the computer system use ~~using~~ the plurality of repair claim-related expert rules to evaluate the warranty data related to the repair; and

having the computer system provide ~~providing~~ a response to ~~an~~ a user that is indicative of whether the repair is covered by warranty based upon evaluation by the repair claim-related expert rules.

7.   (Currently Amended)   The method of claim 1 further comprising the steps of:

having the computer system use ~~using~~ a lower level representation of the repair claim-related expert rules when the at least one of the repair claim-related premises uses the received repair claim data to determine whether a preselected repair claim-related action should be executed; and

having the computer system display displaying to an the user the high

level computer expression format of the repair claim-related expert rules.

8.   (Original)   The method of claim 7 wherein the high level computer

expression format of the repair claim-related rule is an English phrase, wherein the lower

level representation of the repair claim-related rule is at least one line of programming

code.

9. (Original) The method of claim 8 wherein the programming code is C++

programming code.

10.   (Currently Amended)   A computer-implemented vehicle repair

claim processing apparatus, comprising:

a computer system having an input for receiving repair claim data related to

repair of a vehicle;

claim expert rules stored in a knowledge base of the computer system that

the computer system uses to determine at least one response to the input repair claim

data based upon the received input repair claim data,

said repair claim expert rules including repair claim-related premises and

repair claim-related actions, wherein at least one of the repair claim-related premises

uses the received repair claim data to determine whether a preselected repair claim-

related action should be executed;

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said preselected repair claim-related action being used <u>by the computer system</u> to generate a repair claim-related response,

said expert rules being accessible by an user in a high level computer expression format.

11.   (Original)   The apparatus of claim 10 wherein the repair claim data includes dealer involved in the repair, vehicle identification number of the vehicle to be repaired, parts involved in the repair, and labor operation data.

12.   (Currently Amended)   The apparatus of claim 10 further comprising:

a database <u>from which the computer system</u> to retrieve<u>retrieves</u> information related to the vehicle to be repaired.

13.   (Currently Amended)   The apparatus of claim 10 wherein <u>the computer system uses</u> a plurality of repair claim-related expert rules evaluate a repair claim;

wherein at least one of the rules requires additional data related to the repair to evaluate the repair claim;

wherein <u>the computer system</u> a database retrieves the additional data <u>from a database</u>.

14.   (Currently Amended)   The apparatus of claim 10 wherein the repair claim data includes dealer involved in the repair, vehicle identification number of the vehicle to be repaired, parts involved in the repair, and labor operation data,

said labor operation data being indicative of the labor involved in the repair,

wherein the computer system uses a plurality of repair claim-related expert rules, the data regarding parts involved in the repair and the labor operation data to evaluate a repair claim to;

wherein the repair claim-related expert rules determine that whether an inconsistency exists based upon the data regarding parts involved in the repair and based upon the labor operation data.

15.   (Currently Amended)   The apparatus of claim 14 wherein the repair claim data includes warranty data related to the repair, wherein the computer system uses the plurality of repair claim-related expert rules to evaluate the warranty data related to the repair; and

wherein the computer system provides a response is provided to an a user that is indicative of whether the repair is covered by warranty based upon the computer's evaluation usingby the repair claim-related expert rules.

16.   (Currently Amended)   The apparatus of claim 10 wherein the computer uses a lower level representation of the repair claim-related expert rules is used when the at least one of the repair claim-related premises uses the received repair claim

data to determine whether a preselected repair claim-related action should be executed; and

wherein a computer terminal displays to ~~an~~ a user the high level computer expression format of the repair claim-related expert rules.

17.   (Currently Amended)   The apparatus of claim 16 wherein the high level computer expression format of the repair claim-related rule is an English phrase and~~, wherein~~ the lower level representation of the repair claim-related rule is at least one line of programming code.

18.   (Original)   The apparatus of claim 17 wherein the programming code is C++ programming code.

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